

# EHR Case Studies

## BRIDGING THE TECHNOLOGY GAP FOR EHR

Leveraging years of experience working with a variety of brands, including Cerner, Epic, MEDITECH and athenahealth, our Electronic Health Records consultants are poised to help you navigate through the complex world of EHR and ensure your EHR projects are a success.

### Application Engineers

Our client, a government entity, needed support for their EHR modernization effort.

ClearBridge provided a team of Application Engineers who provided Tier III service desk functions for evaluating, processing / resolving, reporting & tracking ServiceNow trouble tickets, monitoring ServiceNow queues, provisioning & troubleshooting user accounts, investigating COTS & customer software application issues, gathering log files, and coordinating DevOps and Development support.

### Data Migration Engineers

Our client, a leading Government entity, asked ClearBridge for resources to support their EHRM modernization program.

ClearBridge provided a team of Senior Health Data Migration Engineers who assessed the current EHRM data migration requirements, reviewed error and trace logs, evaluated and integrated data from multiple sources to the customers EHR platform (Cerner), reviewed domain add to ensemble production, and validated and updated data integrations reports in support of VX130 data domains.

### DevOps Engineers

Our client, a government entity, asked ClearBridge for top secret cleared DevOps Engineers to support an enterprise EHR modernization effort.

ClearBridge provided a team who focused on our client's Virtual Health Operations and helped to implement, deploy, and sustain the new capabilities. The DevOps Engineers provided build and operations engineering support within a hosted AWS GovCloud environment, supported resolution of operational issues, coordinated with tiered engineering teams and COTS vendor engineering to resolve build and operational tickets, and contributed to the design and use of Infrastructure as Code for a large-scale infrastructure implementation.

### Database Administrator

Our client, a leading healthcare provider, asked ClearBridge for an EPIC Operational Database Administrator to support their EPIC implementation projects.

ClearBridge provided a consultant who was responsible for the maintenance and support of the EPIC Cache databases on Unix/AIX platforms for both production and non-production environments. Our Database Administrator provided technical and design expertise including testing and implementation.

### Revenue Cycle SME

Our client, a hospital chain, asked ClearBridge for an EPIC Analyst with revenue cycle experience to support their EHR system.

ClearBridge provided a resource who was responsible for configuring, maintaining, upgrading, and performing end-user support on their EPIC EHR system, with a specific focus on the Revenue Cycle Module (claim scrubber, payment processor, etc.) and Professional Billing Module (trigger/modify charges, benefit engine, etc.).

### Cerner Training Specialists

Our client, a leading Government Systems Integrator, needed Cerner Training Specialists to support a major Electronic Health Records (EHRs) modernization effort at international bases.

ClearBridge provided a team of Cerner Training Specialists with unique and quantifiable skillsets and Cerner track certifications and credentials. The team evaluated new and existing learning objectives and course content, delivered course content and materials, determined organization communication, developed learning activities and demonstrations, and instructed diverse classes in person and virtually. The team also provided guidance to clinical and medical staff of VA sites nationwide helping to better assist our veterans.